

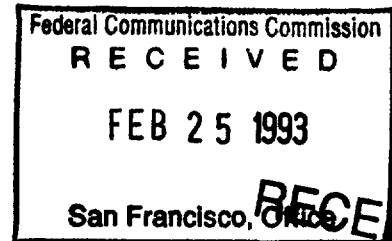
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Thomas E Bean  
26381 Whitman St #95  
Hayward, CA 94544  
Phone (510) 582-5650

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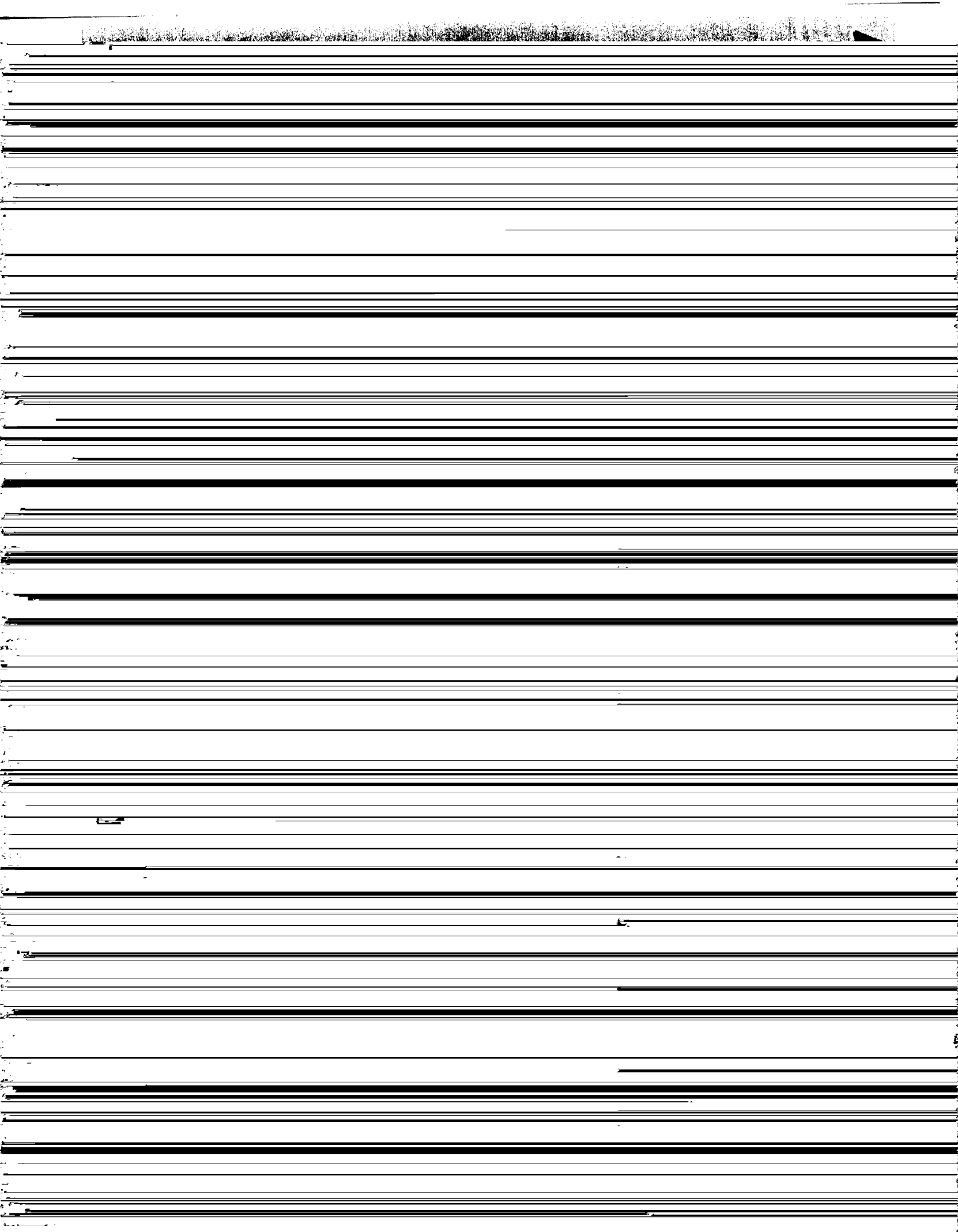
General Manager  
Federal Communications Commission  
3777 Depot Rd Suite 420  
Hayward, CA 94545



Dear Sirs:

There are some things wrong with the basic 1 and basic 2 packages proposed by TCI Cablevision in their recent announcement to revamp their cable programming.

1. Since cable came into existence Basic cable has always offered some extras along with regular programming at no extra charge. For instance in 1978 I hooked up in Hawaii and received the then Super Channel 17 from Atlanta now known as TBS. I also received it here when I first hooked up in 1985 there were some other cable channels too that came along at no extra charge. Now TCI want to offer Basic 1 as a package that contains all the free stations that you can get off your antenna and charge you \$10.00 and say look we offer a basic cable for \$10.00 and that price doesn't change. But what are you getting for your money??? And will it leave them free to continue to raise the price of their Basic 2 at an inflationary rate without





TCI  
CABLEVISION

We're taking television into tomorrow

ACCOUNT NUMBER

02534-211910-01-1

BILLED FROM BILLED TO

2/06/93 3/05/93

DATE DUE

02/25/93

INCLUDE PAYMENTS  
RECEIVED BY

1/29/93

FOR- 26381 WHITMAN ST APT 95

1/05	PREVIOUS BALANCE	23.97
1/22	PAYMENT-THANK YOU	23.97-
2/06- 3/05	BASIC CABLE	19.10
2/06- 3/05	PLUS SERVICE	3.45
2/06- 3/05	CITY/COUNTY FEE	1.13
2/06- 3/05	FED.COPYRIGHT FEE	.29
2/05	BALANCE DUE	23.97

VISA AND MASTERCARD PAYMENTS ACCEPTED  
BY PHONE. CUSTOMER SERVICE TELEPHONE  
HOURS: 8:00AM TO 8:00PM MON-FRI  
8:00AM TO 5:00PM SAT-SUN  
OUR PHONE NUMBER IS 510-785-4911.

FOR FASTER SERVICE WHEN CALLING WITH A  
BILLING QUESTION, PLEASE CALL BETWEEN  
TUESDAY AND FRIDAY.

A \$5.00 LATE FEE WILL BE ADDED IF  
PAID AFTER DATE DUE.

FEB 06 THRU MAR 05, 1993

Present Billing

*We're taking television  
into tomorrow.*



February 1, 1993

*TCI Cablevision of Hayward is making important new changes for the future of your cable.*

Dear Cable Customer:

Many customers have requested a **no-frills, low-cost, entry-level cable service** and we've listened. TCI Cablevision of Hayward is excited to offer a lower-cost option coming your way on April 1, 1993.

First, in order to provide more options, we will be reconfiguring our two existing levels of service which you have ordered and currently receive. These two levels of service will continue to be called Basic and Basic Plus. Basic service will soon offer 21 channels for the lower price of \$10.00 per month and Basic plus will consist of 31 channels for the price of \$12.55 per month, or a total of \$22.55 per month. **The combined total price and programming of these two rearranged services will remain the same for you, our current Basic Plus customer.** Prices, programming and packages are subject to change.

• **Basic** will consist of the broadcast networks we currently carry, including the local : ABC, CBS, NBC, IND, FOX and PBS affiliates, plus our exclusive Public, Government and Educational Access channels.

• **Basic Plus**, which is an optional and separately priced service, will contain all other cable entertainment channels we currently offer, including ESPN, USA, TNT, Discovery, TBS, WWOR, CNN, C-SPAN, and more.

**\*\* Optional premium services will be available to all customers, even those who subscribe only to Basic. That's right. You have the choice of adding services like HBO, Showtime, Cinemax, ENCORE and The Disney Channel and all the exciting Pay-Per-View movies and events to either service level.**

Second, to provide these reconfigured levels of services, **we must realign our channels.** Enclosed is a new channel line-up, effective April 1, 1993. We apologize for any inconveniences as we undertake this transition. If you have problems finding your favorite cable networks on the new lineup or have further questions, please give us a call at 785-4911. We're here to help.

**Remember!**

- **Good news — the total price for the Basic and Basic Plus levels of service you previously requested and currently enjoy will remain the same.**
- **You do NOT need to make a choice to continue to view the maximum level of programming you've come to expect.**
- **Only your channel line-up will change in order to technically provide for a lower-cost Basic service.**
- **If you want to change any of the services you now receive, please call our office.**

We appreciate your continued support during these changes and we're committed to bringing you the finest in entertainment and information available.

Sincerely,

TCI Cablevision of Hayward

*PS: We're excited for the future cable possibilities we'll be able to bring to you as we take television into tomorrow.*